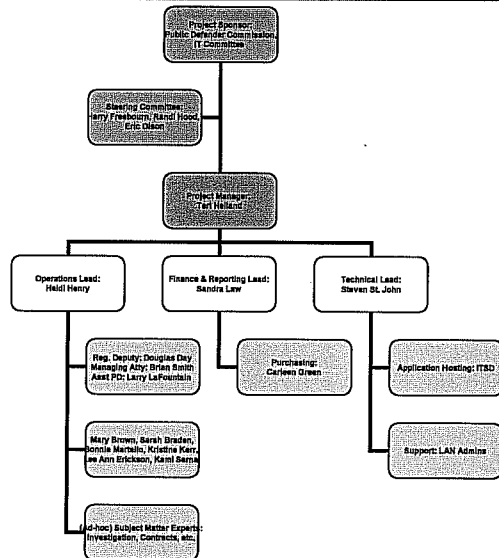


C I M P	OFFICE OF THE STATE PUBLIC DEFENDER
	 Case Information Management Project (CIMP)
	Update provided to the MONTANA PUBLIC DEFENDER COMMISSION
	July 27, 2007

C I M P	GOALS AND OBJECTIVES
	Define the business processes and the information requirements to: <ul style="list-style-type: none"> ✓ Implement best work practices system-wide. ✓ Write procedures to standardize case processing. ✓ Standardize input to software. ✓ Provide required and desired reporting.
	Define the Case Management System requirements to: <ul style="list-style-type: none"> ✓ Recommend near-term changes/costs to the Steering Committee to implement JustWare correctly and implement the approved changes. ✓ Develop and issue a Request for Proposal (RFP) for a next generation system.
	Establish a training program to: <ul style="list-style-type: none"> ✓ Communicate case information management rules. ✓ Provide users the knowledge on how to use tools.
	Establish a central office function to: <ul style="list-style-type: none"> ✓ Administer the system. ✓ Provide ongoing "how to" support. ✓ Develop custom documents and reports. ✓ Establish standards and processes for case information. ✓ Prepare for the next generation system.

PROJECT REVIEW

- New Dawn
 - Licenses, implementation and training
 - \$183,405
 - Estimated annual maintenance and support for 185 licenses
 - \$50,000
- ITSD
 - Initial hardware purchase
 - est. \$25,000
- Internal
 - Travel costs for our employees
 - Minimal



ESTIMATED TIME LINE

- | | |
|-----------------------------------|--------------------|
| ✓ Define Business Processes | March 5 – April 12 |
| ✓ Issue request for bid | April 13 |
| ✓ Receive bid | May 1 |
| ✓ Develop contract | May 1 – June 29 |
| ✓ Sign contract | June 29 |
| ✓ Basic reports to regions | By July 1 |
| ✓ Basic reports to central office | By July 1 |
| ■ Installation & testing | July 11- October 1 |
| ■ Training & go live | October 1 – 31 |
| ■ Install time keeping | January 3, 2008 |

Current Installation and Testing Tasks

Standardizing Data

- The four JustWare installations have been reconfigured to accommodate new standards for key data fields.
- Starting on July 1, 2007 all new cases entered will follow the standards defined by the Project team when entering these key fields. Heidi Henry is visiting all sites to provide onsite training.
- Reports are being run to identify incorrect data entry, and we are following up with users to reinforce the correct process.
- Reports are being refined to accommodate new data standards that are being entered.

Current Installation and Testing Tasks

Cleaning Data

- Reports produced from a system are only as good as the data that is in the system.
- FY06 case counts were tracked in SABHRS (our financial system) using a "smart" case number. Case counts in SABHRS and JustWare do not match. We are analyzing data to fix discrepancies.
- Working on a process to identify cases that should have a "closed" status in JustWare, but are still showing "open" (i.e., cases assigned to contractors).
- Analyzing cases that were in "open" status on July 1, 2007, and planning on how to convert these to the new standards.

Current Installation and Testing Tasks

Creating Test Environment

- OPD and ITSD want this installation to be part of the State's enterprise (shared) environment to:
 - Reduce costs
 - Reduce OPD and ITSD support
 - Utilize hardware that is part of the enterprise "fail-over" environment (no single point of hardware failure can bring down JustWare).
- The new version of JustWare (V5) has a component (Microsoft's SQL Reporting Services) that is not part of the current version (V4.6).
- New Dawn has a ticket opened up with Microsoft to resolve a technical issue that may cause problems with JustWare not being able to run in the State's shared environment.

Project Risks

- Adhoc requests for new or modified reports are using project resources.
- Resources working on project are not dedicated; therefore, other production workload could take precedence.
- New Dawn can not make JustWare V5 run properly in the State's enterprise shared environment.
- We have no way to test the performance of the system in our environment until it is installed on our Wide Area Network.